



# Rapid Response Team Training for Activators

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## Staff, Patient, and Family Education

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# Training Plan

- Staff Training
  - Implementation Training
  - Educational Materials
  - Newcomer Orientation
  - Ongoing Staff Education/Sustainment
  
- Patients and Family Education
  - Patient and Family Brochure
  - TAMC RRT Public Website
  - TAMC ICE Comments

# Implementation Training

- Design staff training presentation
- Determine departments, wards, and clinics to receive training
- Select team that will provide implementation training to staff in these areas
- Create training schedule within timeline

# Staff Implementation Training Presentation

- Stress that Command Leadership supports RRT
- Explain background – utilize literature and data
- Stress safe environment to activate the RRT
- Explain RRT Role
- Provide Call Criteria – emphasize Staff and Patient Concern
- SBAR communication
- Explain Patient and Family Activation
- Address physician and nursing concerns
- Include Case Examples that highlight Vital Sign Criteria and/or Concern
- Provide RRT Leadership names and contact information if Staff has questions or concerns

# **What Should I Know About RRT?**

**Why is There an RRT? - TAMC is committed to Patient Safety & to Staff Resources**

**The Joint Commission NPSG #16 Effective: 1/2009**

**TAMC RRT Goals - Call 10 Mins within criteria met, Increase Calls, Reduce Cardiac Incidence, Identify patients at risk with CIS-Essentris Software**

**Who is on the Team? - Not a Code Blue Team - ICU Nurse, RT & Physician**

**Who Can Call? - Anyone**

**Why & When Should I Call? - Concern or Call Criteria**

**How Do I Call? - Direct Page or Text Page**

**Teach & Encourage Co-workers to Use RRT**

# Staffing Areas to Receive Implementation Training

- Include leadership at all levels
- All wards and inpatient areas, including Radiology and Lab technicians
- All clinics
- Staff Physicians, Residents, and Interns
- Include Administrative and Housekeeping Staff in wards and clinics
- Include Case Managers and Chaplain services

# Implementation Training Team

- Physician and Nursing proponents
- Critical Care leadership: Head Nurses and Clinical Nurse Specialist or Nurse Educator
- Trained Responders

# Implementation Training Schedule

- Implementation Facility-wide Announcement:
  - E-mail and Facility Intranet Site
- Build staff training schedule into Implementation Timeline
- Assign Training Team members to specific areas and to schedule training sessions
- During implementation and first few months, team rounds on wards to provide impromptu training and encourage activation
- Track implementation training and ongoing training



# Implementation and Newcomer Educational Materials

- Implementation Materials
  - Badge cards, posters, magnets, and pens with criteria and RRT pager numbers – Call criteria and contact numbers readily available
  - Badge holders and Purel bottle clip-ons with RRT pager numbers – Pager numbers on-hand
  - Training Newsletter
- Ongoing Educational Materials
  - Educational binders
  - Quarterly Newsletters and facility RRT intranet site

# Newcomer Orientation

- Stress that Command Leadership supports 100%
- Explain background – literature, data, and who has RRT helped in own facility
- Stress safe environment to activate the RRT
- Explain Patient and Family Activation
- Address physician and nursing concerns
- Include Case Examples that highlight Vital Sign Criteria and/or Concern
- Provide Newcomer Newsletter and Educational Materials
- Provide contact information if Staff has questions or concerns

# Ongoing Staff Education

- RRT Nurse Responder role to provide staff education, if needed, at end of each RRT Call or during Follow Up Calls
- Frequently round on units to provide impromptu training
- Designate RRT educator in each ward and clinic
- Review RRT Call Outcomes
- Provide Call Follow Up and RRT re-training if needed
- Identify staff clinical training needs and refer to department/individual who can provide training
  - Example - Respiratory care training – When to use a Simple Face Mask
  - Example - How to care for a trach

# Ongoing Staff Education

- Clinical training information section on TAMC RRT Intranet site
- Identify staff members that might not attend Newcomer Training – Such as interns or redeployed staff
- Provide Annual re-training to each area
- Add RRT training to BMAR
- RRT Quarterly Newsletters – Include patient stories, staff survey results, and educational information

# Patient and Family Education

- Develop process to notify Patients and Family members about the RRT
  - Create brochure, flier, posters
  - Distribute at patient admission to both inpatients and same day surgery patients
  - Include RRT information in Inpatient Guidebook
- Several wards also handout brochures or include brochures in their Patient Education packets – Surgery Ward, Surgical Admission Center, and Telemetry Ward
- TAMC RRT public website – include RRT Quarterly Newsletters and TAMC RRT E-mail and contact info
- TAMC ICE comments

# Conclusion

- Identify and adapt training needs as program progresses
- Utilize your facility's current processes for training and distribution of information
- All about communication